

Dispute Resolution Processes

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Types of Processes

- **Community Collaboration**
- **Facilitation**
- **Arbitration**
- **Formal Negotiation**
- **Informal Negotiation**
- **Mediation**
- **Conciliation**
- **Conflict Resolution Skills**

Types of ADR Processes

- **Community Collaboration:**
- *A group of community entities join forces in significant service*
- *Example: Utah Housing Corp. used resources to build a low income housing project with Zions Bank Corp. and other partners.*

Facilitation

- *A trained facilitator leads the group in problem solving. A facilitation can last a few hours or several days. A well-trained facilitator can be highly effective in resolving disputes that seem impossible because of multiple parties or complex issues or both Facilitation has proven to be very effective in government settings.*

Arbitration

- *A trained neutral or panel of neutrals, usually with expertise in the area of the dispute listen to both sides put on their case. This usually includes witnesses and experts. The arbiter renders a decision on the merits which can be binding or non-binding depending upon the forum.*

Formal Negotiation

Parties arrange a formal meeting to resolve differences through a bargaining process. Most formal negotiations are one to two hours.

Informal Negotiation

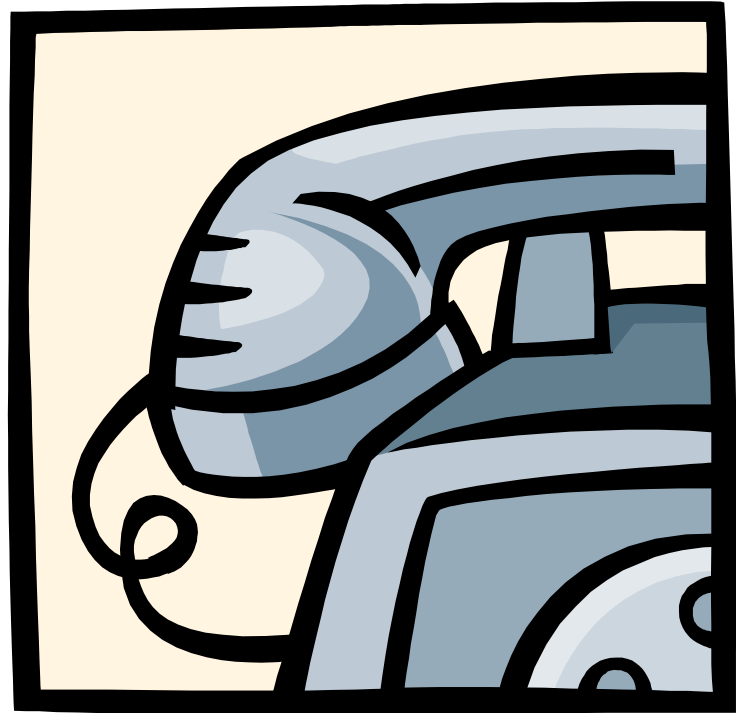
- *All of us negotiate everyday in our lives. Some of us do this as part of our work environment.*

Mediation

- *Mediation is a process where a third-party neutral helps facilitate communication between two or more parties in a dispute. The goal of mediation is for the parties, themselves, to reach a mutually agreeable solution.*

Conciliation

- *Conciliation is the practice of mediating by phone. The mediator contacts the parties by phone and resolves the conflict through continuous phone calls back and forth.*



Conflict Resolution Skills

- *State employees working with the public can use basic conflict resolution skills to resolve minor . problems that occur everyday.*

These skills include simple things like listening carefully, not interrupting and summarizing a complaint carefully.

Helping the ADR Program

What processes are we currently engaged in?

Are we recording the data?

Can we get the data to the ADR program?

Who in our department can do that?

- **What are we saving in actual dollars through ADR?**
- **How can we quantify that?**

New Programs

Which of these processes
would benefit our agency?